

Contract Wide Performance Based Requirements					
PERFORMANCE REQUIREMENT	PERFORMANCE STANDARD	METHOD OF MEASUREMENT	PERFORMANCE METRICS	PERFORMANCE INCENTIVES	CONTRACT LINKAGE REFERENCE
Task __#1__ Assure a very high degree of customer satisfaction with the Contractor's overall contract performance as determined by quarterly customer satisfaction and quality of service reviews	A minimum of 90% of the surveyed customer base must be satisfied with the overall level of contract service provided.	The Contractor shall develop and submit for Government approval customer survey forms used to obtain feedback. The Contractor shall conduct quarterly (or more frequently if requested by the Project Officers) customer satisfaction survey reviews with each Technical Monitor. Such reviews shall be documented in writing and the results presented to the Project Officers within 7 business days of completion. Such reviews are to be conducted and completed during the first month of each quarter.	No deviation to the set performance standard is acceptable because of the critical nature of this item. For any quarter that the survey shows overall customer satisfaction results below 90%, the Contractor shall investigate and include in the documentation report a detailed analysis of reasons and corrective actions taken to prevent further recurrence.	Both positive and negative performance will be documented in past performance reports as appropriate	SOW Section C.9.B

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Task __#2__ Contractor to exert best efforts at all times to fill any contract vacancies in a timely manner with qualified staff.	<p>An acceptable allotted time for filling each required position shall be specified in each individual task order that is later issued under the contract. Any vacancy that remains open for more than the specified allotted time after the start of work shall be deemed a risk to contract performance.</p> <p>Similarly, staffing replacements for any in progress work shall be made within the same specified time frames for each position.</p>	<p>Technical Monitors shall periodically review staffing as an ongoing part of their task order oversight responsibilities. If staffing concerns on any individual task order threaten to jeopardize work performance, they shall promptly report their findings to the Project Officers.</p> <p>Project Officers shall monitor Contractor's staffing via monthly reports containing complete employee listings as required by contract Section C.20(f).</p>	<p>No deviation to the set performance standard is acceptable because of the critical nature of this item.</p> <p>The Contractor shall specifically address, in each monthly report, actions being taken to rectify any staffing vacancies extending beyond the specified allotted time frames.</p>	Both positive and negative performance will be documented in past performance reports as appropriate	SOW section C.14